



PATENT
75.0001

#11Ex/04/10

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Andy Lee et al.)
Serial No: 09/826,121)
Filed: April 4, 2001)
For: METHOD, SYSTEM, AND PROGRAM)
FOR CUSTOMER SERVICE AND)
SUPPORT MANAGEMENT)

Examiner: J.Corrielus
Art Unit: 2172

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Non-Fee Amendment Commissioner for Patents P.O. Box 1450, Alexandria, VA 22313-1450 on

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Richard Yoon 3/01/04
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Technology Center 2100

Sir:

In accordance with 37 C.F.R. § 1.136, applicant respectfully petitions the Commissioner for a two-month extension of time, extending from January 9, 2004 to March 9, 2004 the period for response to the Office Action dated October 9, 2003. The responsive papers are enclosed.

03/05/2004 HYUDNG1 00000120 09826121

02 FC:1252

420.00 OP

Respectfully submitted,

Dated: March 1, 2004

By: Richard Yoon
Richard K. Yoon
Reg. No. 42,247